

# NYCHA Resident Roundtable

Quality Assurance Subcommittee

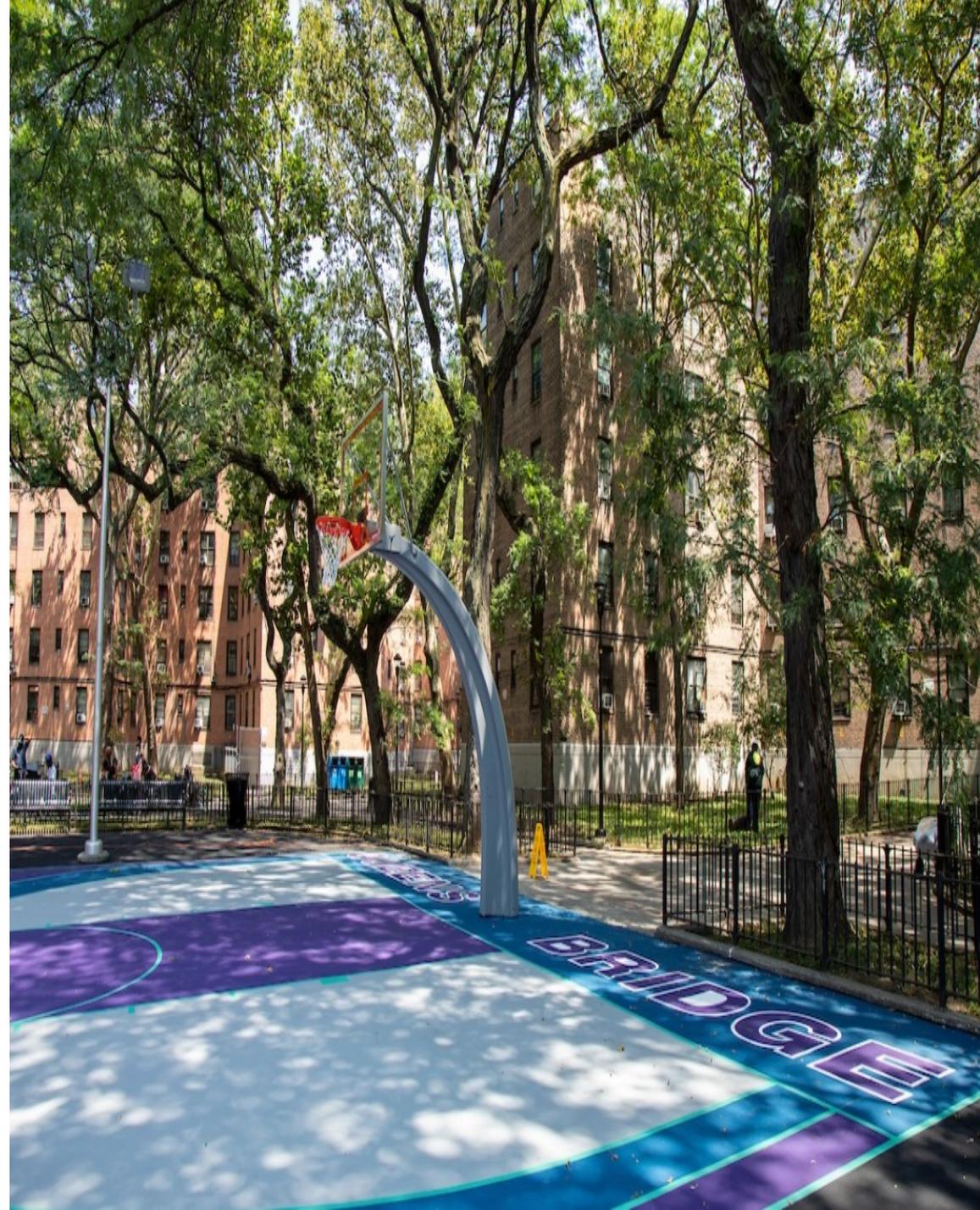
Data Gathering Project



# Quality Assurance Subcommittee

## Purpose

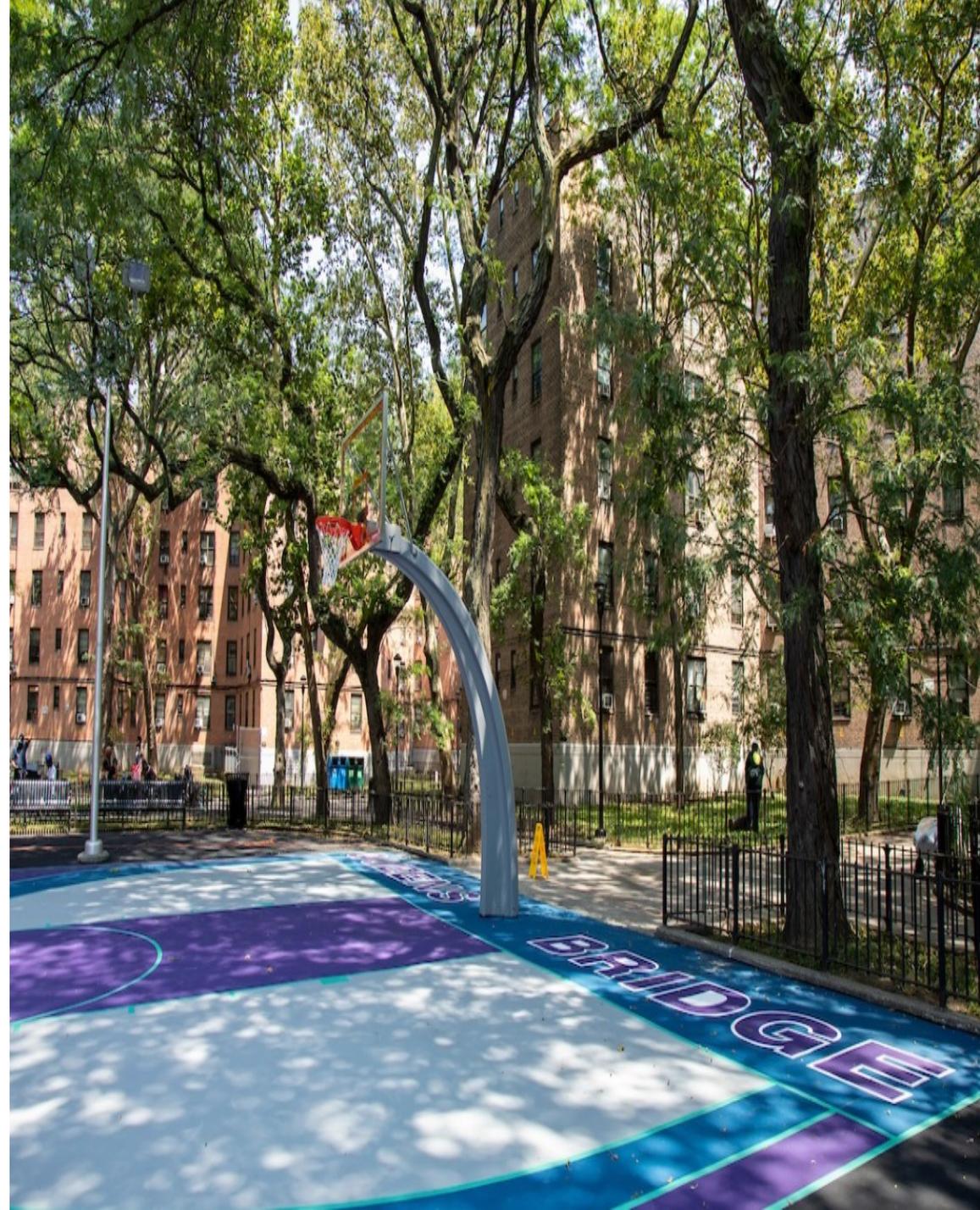
1. To gather information on NYCHA's services to residents.
2. Make recommendations to NYCHA on policy improvements.
3. Participate in implementing Resident Roundtable's recommendations.



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## Focused Area of Work

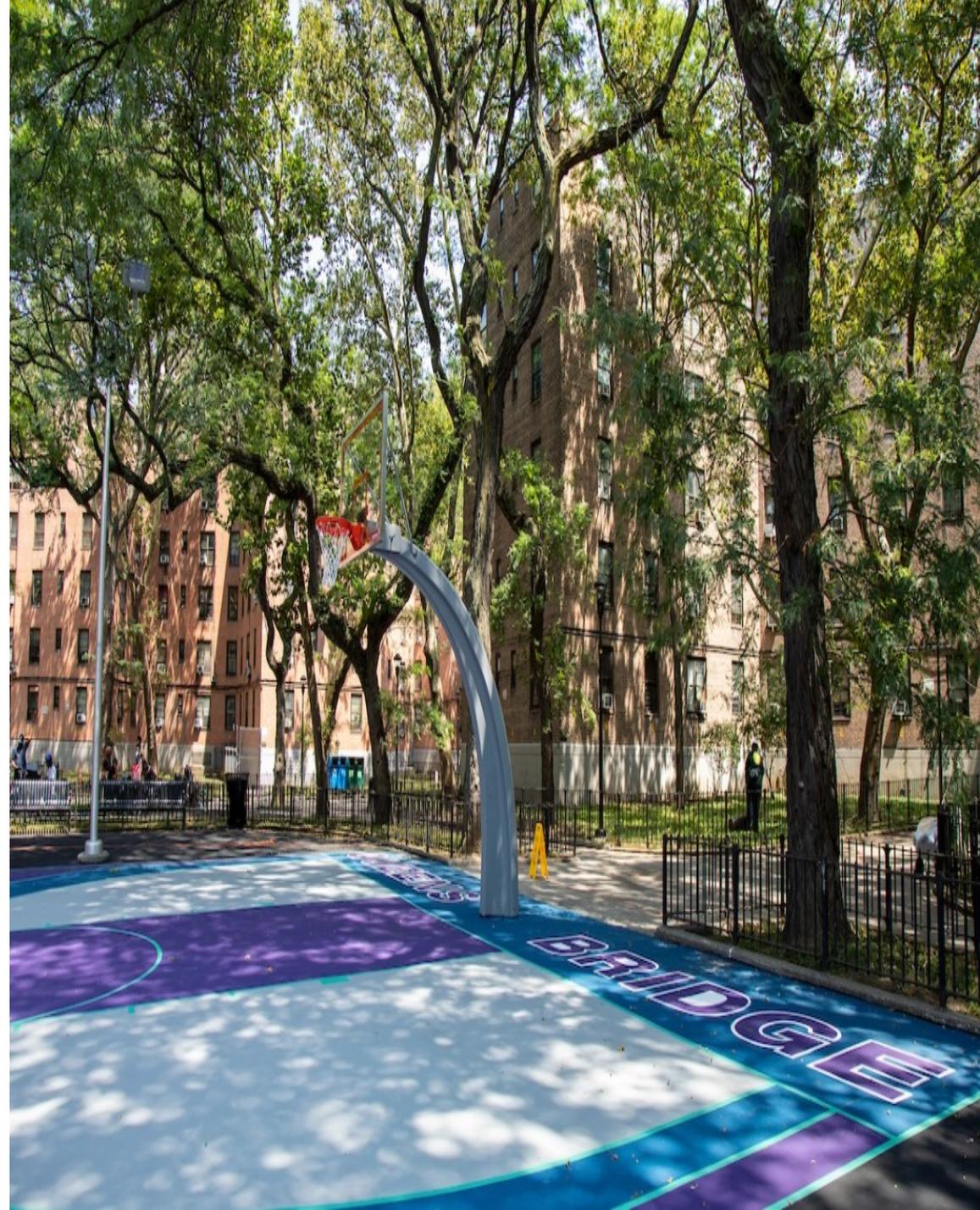
1. Ease in setting up maintenance appointments
2. Quality of repairs and workmanship
3. Customer service
4. Follow up by NYCHA on work order completion
5. Residents' accessibility to development manager



## Quality Assurance Subcommittee

# Information Gathering Plan

1. Develop a survey
2. Test the survey
3. Update survey based on testing results



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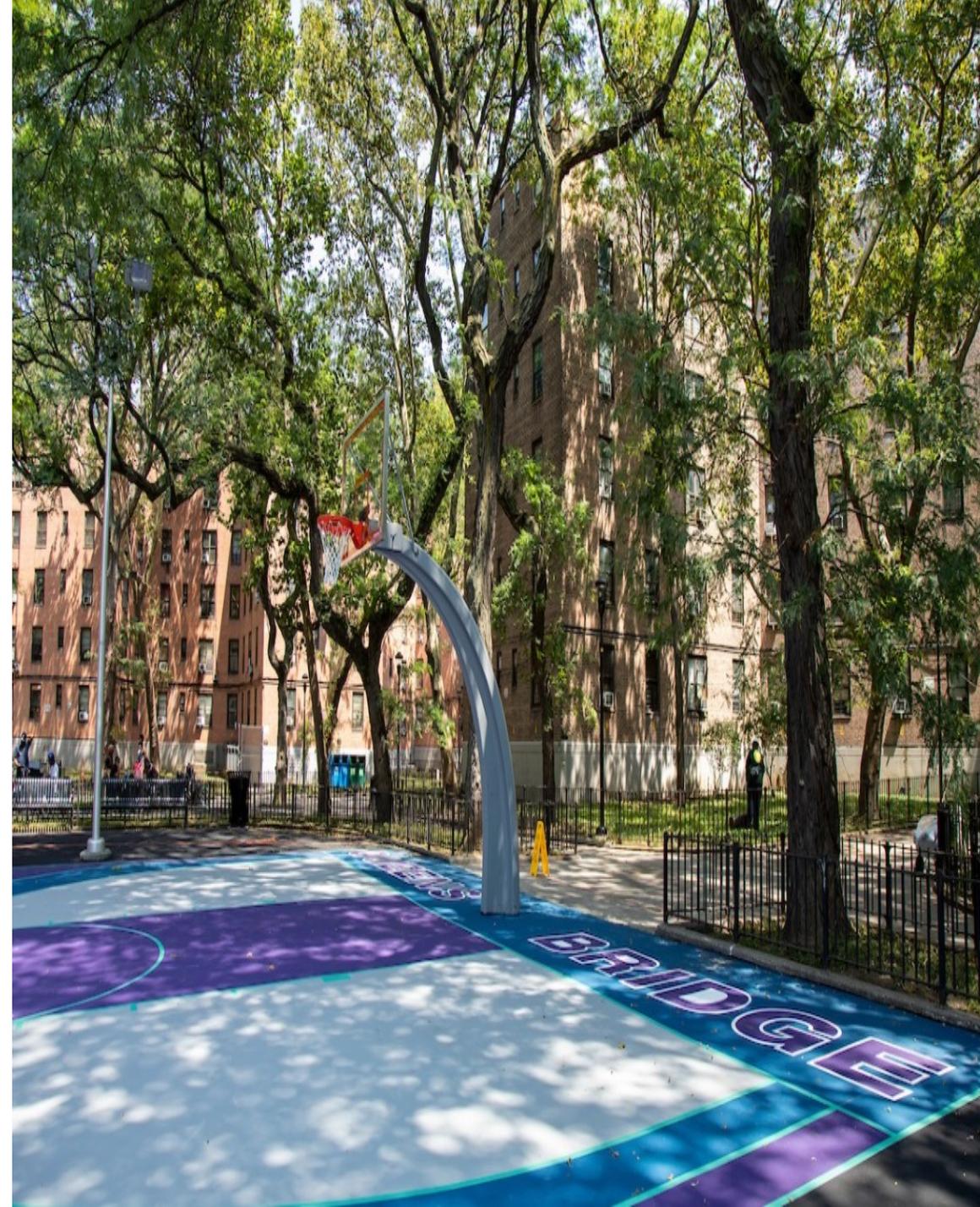
## Survey Breakdown

### Part 1

Description of Residents'  
maintenance requests

### Part 2

Experiences with maintenance requests  
and NYCHA staff  
14 Questions



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## Survey Example Part 1

### Residents' maintenance requests

Development Name \_\_\_\_\_ Date \_\_\_\_\_

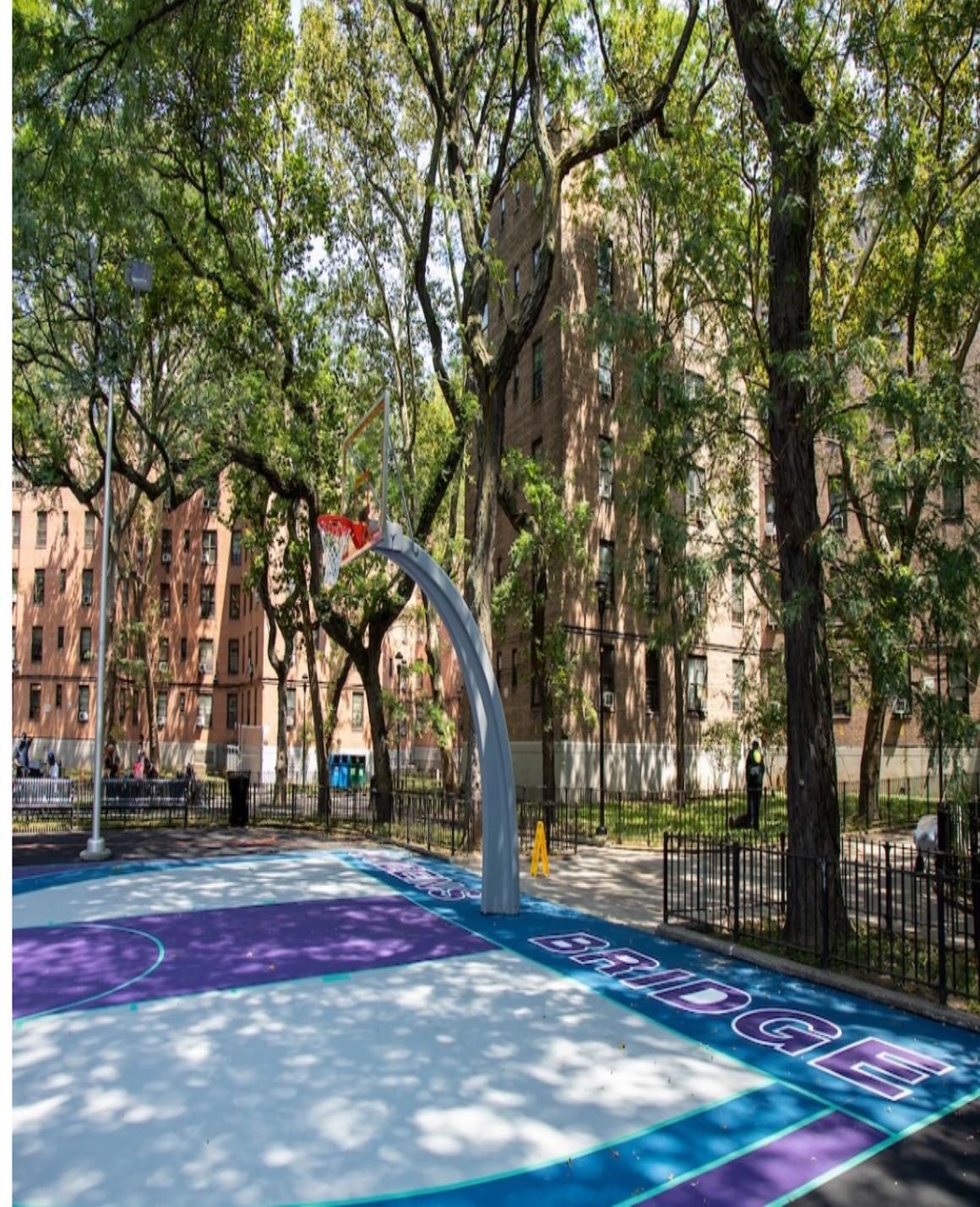
#### Survey Questions

In the past 3 months have you put in a NYCHA repair ticket? Circle: YES or NO

Was the ticket(s) an emergency ticket or a regular repair ticket?

Circle: Emergency or Regular or Both

Was the repair in your apartment or in a public space (stairway, lobby hallway, etc.)? Circle: Apartment or Public Space



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## Survey Example Part 2

### Residents' Experiences 1-5

The following survey questions are based on your experience with the above repair(s).

1) What was the nature of the needed repair? Circle: Repair Type(s)

Plumbing, Electrical, Flooring, Painting, Plaster, Heating, Other

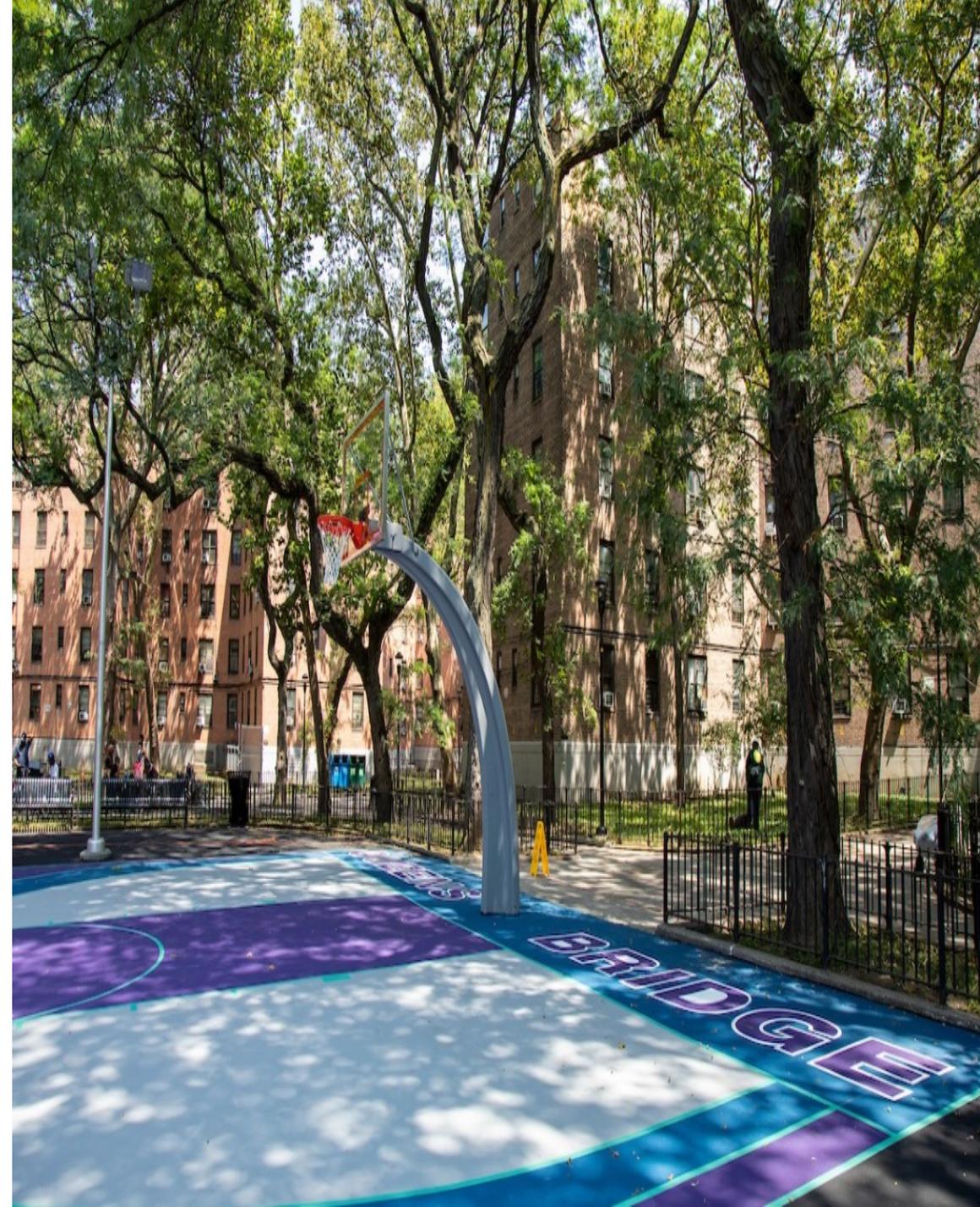
2) Was a NYCHA worker dispatched to your home within 24 hours? Circle: YES or NO

3) Were you provided with an updated ticket and was it forwarded to the correct department? Circle: YES or NO

4) Was the worker polite and did he/she explain next steps in the process for your repair?  
Circle: YES or NO

5) How long before the repair was completed? Check One:

1 week \_\_\_\_\_ 2-4 weeks \_\_\_\_\_ 5-10 weeks \_\_\_\_\_ More \_\_\_\_\_

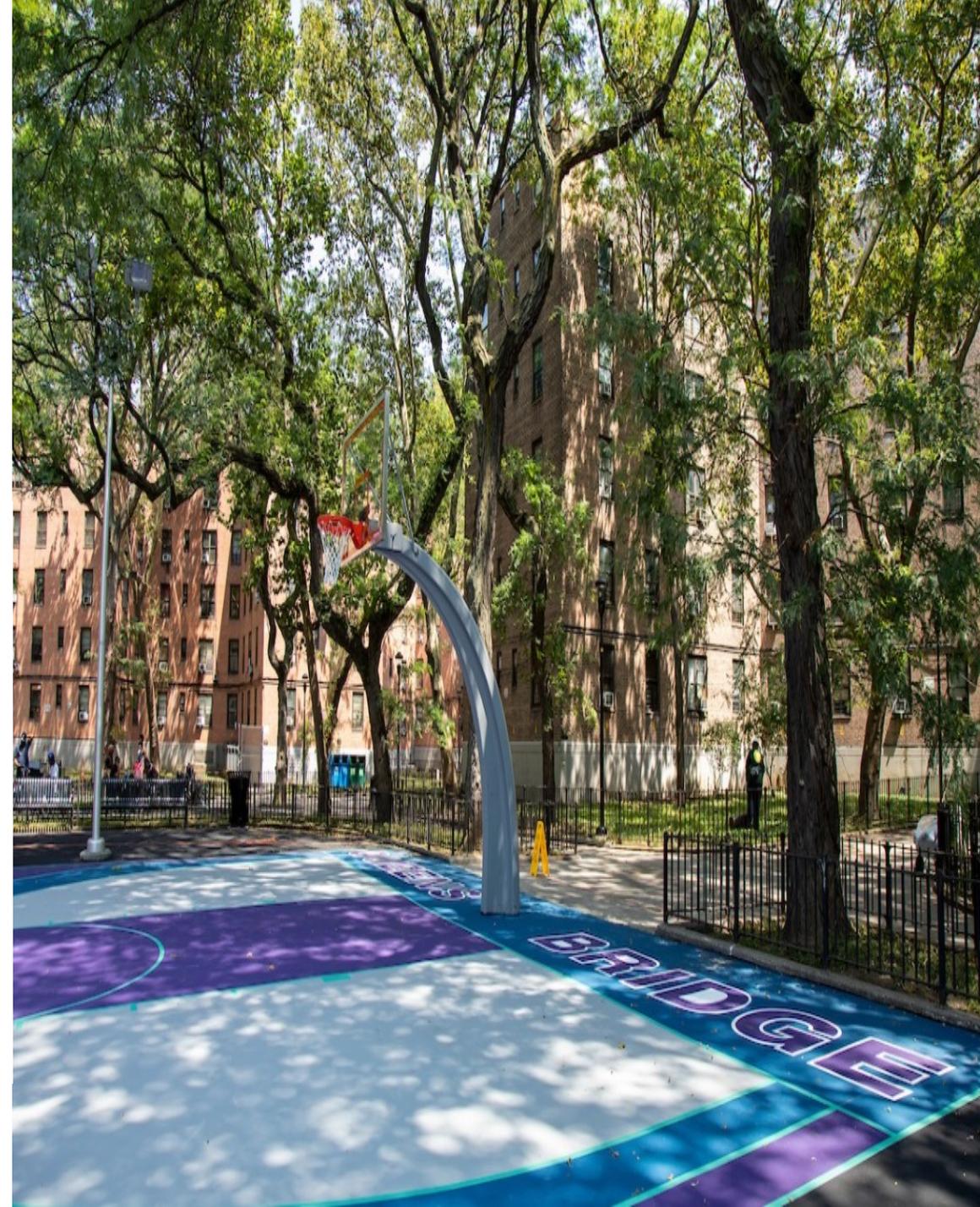


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## Survey Example Part 2

### Residents' Experiences 6-11

- 6) Were you consulted about the appointment day, date and time? Circle: YES or NO
- 7) Who completed your repair? Circle One:  
a) NYCHA worker      b) contractor      c) Unsure
- 8) Was the worker polite and did he/she explain what was needed in order to fix the problem? Circle: YES or NO
- 9) Did the worker arrive on time for your appointment? Circle: YES or NO
- 10) Was the work done to your satisfaction? Circle: YES or NO
- 11) Were the materials used to your satisfaction? Circle: YES or NO

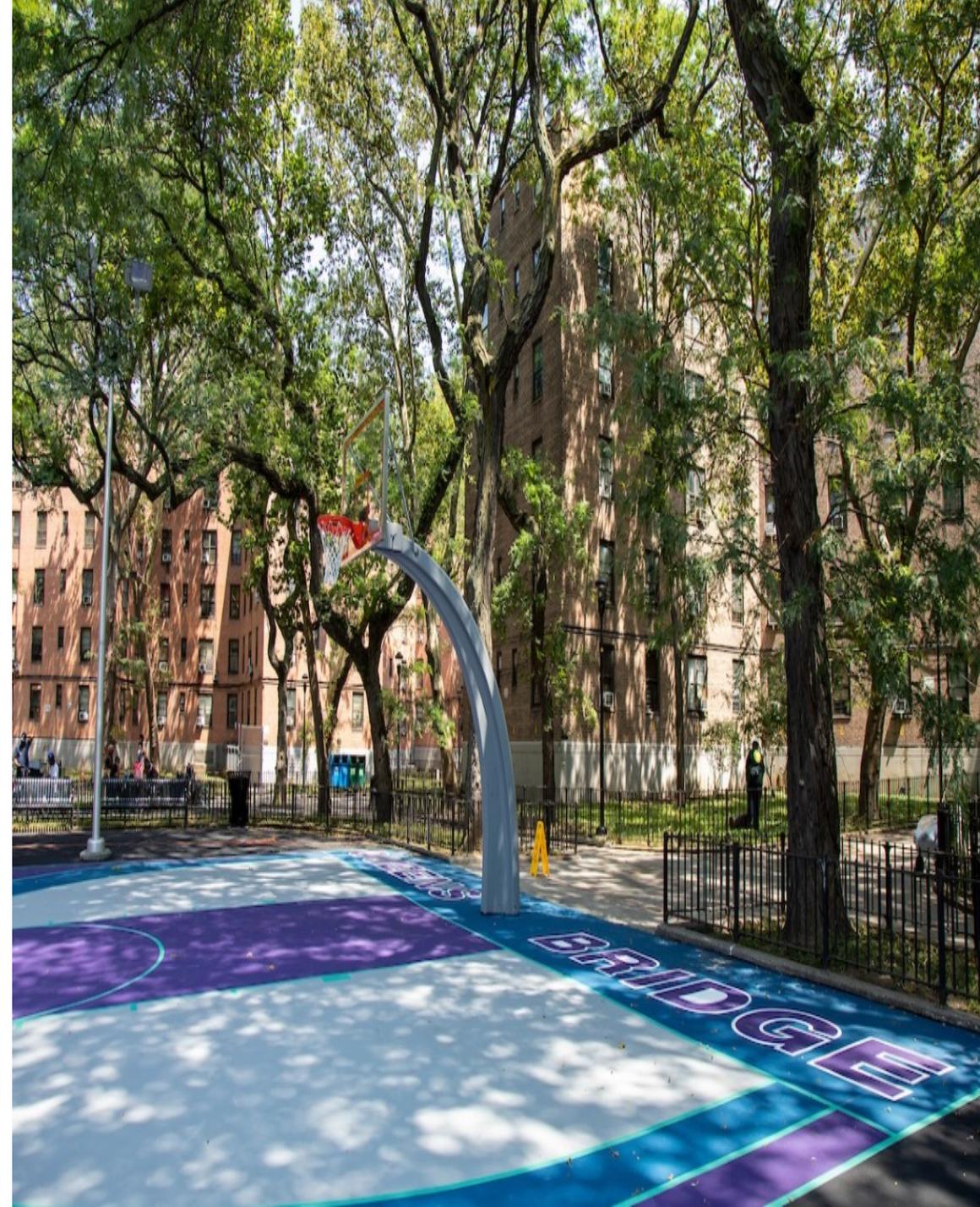


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## Survey Example Part 2

### Residents' Experiences 12-14

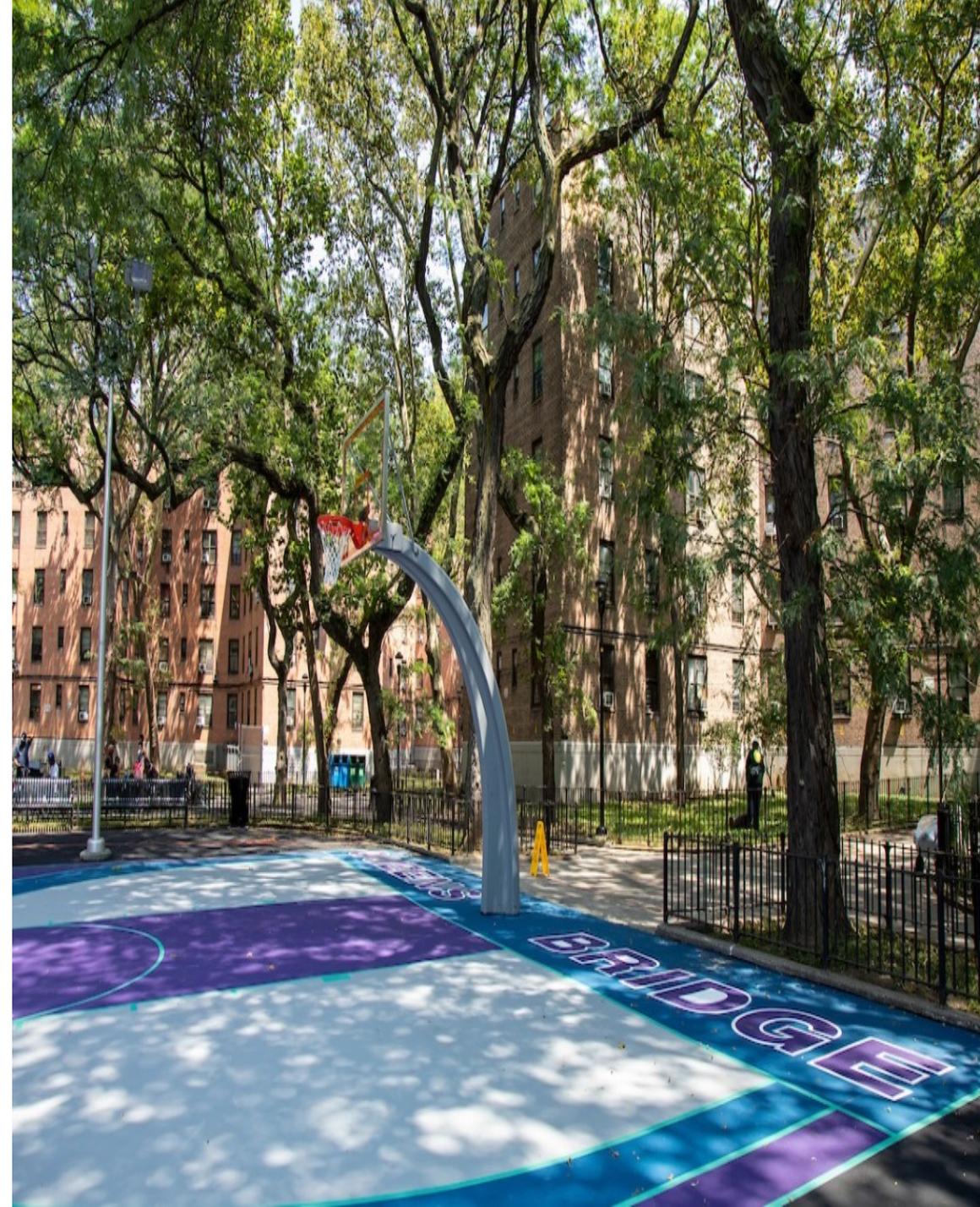
- 12) Did someone from your NYCHA development follow up and come check the work that was completed? Circle: YES or NO
- 13) Do you know who your development manager is? Circle: YES or NO
- 14) Are the members of your management office team available and willing to meet with residents? Circle: YES or NO



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## Outreach Strategy

- a. One on one interviews with Residents
- b. Distribute Surveys at RA meetings
- c. Email Surveys to residents
- d. Social Media
- e. Resident Watch distribution
- f. Multiple languages

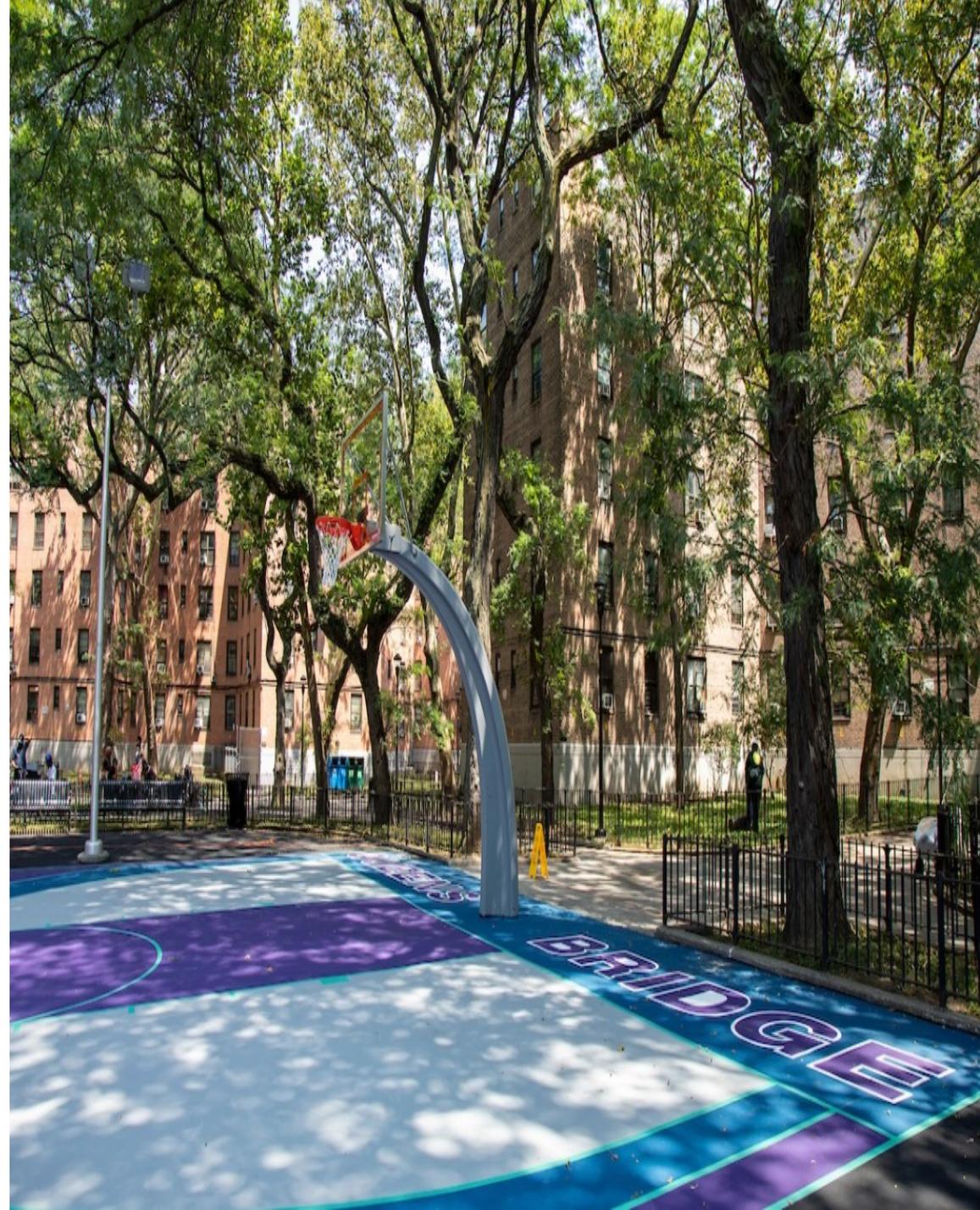


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## Conclusion

1. Purpose
2. Focused Area of Work
3. Information Gathering Plan
4. Outreach Strategy
5. Test Sample Results

11/11/1921



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